

# ► Frequently Asked Questions

## Polycom® SoundPoint® IP 321/331



**Q: What is the SoundPoint IP 321/331?**

A: The SoundPoint IP 321 and 331 are two-line SIP phones that deliver superb sound quality as well as a wide range of supported business telephony features. The SoundPoint IP 321 phone has a single 10/100 Ethernet port and is designed for common areas, such as lobbies, hallways, and break rooms, as well as various wall-mounted deployments. The SoundPoint IP 331 phone, with its dual-port 10/100 Ethernet switch for LAN and PC connection, presents a cost-effective solution for cubicle workers as well as call center operators who use a “hard” phone in conjunction with a “soft” client running on the PC.

**Q: When will the SoundPoint IP 321/331 be available?**

A: In NA, CALA and EMEA the SoundPoint IP 321/331 will begin shipping on June 8, 2009. For the rest of the world the phones will begin shipping on July 31, 2009.

**Q: Why is it replacing the SoundPoint IP 320/330?**

A: As Polycom adds innovative new features and functionality in our SIP software, it requires more memory. These new SoundPoint IP 321/331 models include additional internal memory capacity to ensure they can effectively support these new future software features.

**Q: Will the new features be available on my current SoundPoint IP 320/330's?**

A: Polycom will support new features on both the SoundPoint IP 320/330 and IP 321/331 through the end of 2009. Beginning in 2010 new features may only be supported on the IP 321/331 but the IP 320/330 will continue to retain its existing features.

**Q: What SIP release is on the SoundPoint IP 321/331?**

A: The SoundPoint IP 321/331 products will be shipped with the SIP 3.1.3RevC release. SIP 3.1.3RevC is identical to SIP 3.1.3RevB for all other phone models except it contains additional images for the SoundPoint IP 321/331.

**Q: Will I have to certify the SoundPoint IP 321/331?**

A: Polycom recommends that if you have already certified releases 3.1.2 or 3.1.3, certification will not be

required.

This is because REVC versions of these

software releases are identical to previous revisions apart from support for SoundPoint IP 321/331. If you have not yet certified these releases you will have to perform certification.

**Q: When will the SoundPoint IP 320/330 be discontinued?**

A: Information about the IP320/330 discontinuation will be available in Q3 2009.

**Q: How long is the support for the SoundPoint IP 320/330?**

A: Polycom follows industry standard practices regarding the support of its discontinued (EOL) hardware products. Specifically, Polycom typically offers support for a given product for a period of five (5) years after the Sales Discontinuation Date. Regardless of the End of Service Life date, Polycom will honor the terms of any applicable warranty and/or any previously sold maintenance agreements which were purchased prior to the End of Service Life Date. Any critical issues that affect the IP 320/330 phones will be addressed by a maintenance patch until the End of Life date for the phones.

**Q: What are some of the key customer messages?**

A: Key customer messages are listed below:

- Polycom will continue to fix critical issues and provide technical support for 5 years after the Sale Discontinuation date of the IP 320/330 phones
- The 321/331 are identical to the 320/330 except they have more internal memory
- There are no feature differences between the models until early 2010
- The same software release will be on all four units until late 2010

- New features introduced on the 321/331 but not on the 320/330 will not impact any existing capabilities
- The 320/330 will satisfy most customer needs for many years to come

**Q: What if I already have a deployment of SoundPoint IP 320/330's, can I add IP 321/331's to the environment?**

A: Yes, you will be able to seamlessly add 321/331's to a 320/330 environment on release 3.1.3REVC.

**Q: What are the future software release plans?**

A: Below is an estimated SIP software release plan for the second half of 2009 and 2010 and its impact on the 320/330 and 321/331.

- SIP 3.2.x software released in late 2009 will support the same features for both the SoundPoint IP 320/330 and 321/331 phones.
- Software releases in the beginning of 2010 will include support for both the SoundPoint IP 320/330 and SoundPoint IP 321/331. However, there may be new features that are only supported on the SoundPoint IP 321/331. These new features are yet to be finalized.
- Software releases for the latter half of 2010 and beyond will not support the SoundPoint IP 320/330 IP phones. In this event, system administrators will need to follow the guidelines documented in Technical Bulletin [TB35311](#) to support deployments that include a mix of SoundPoint IP 320/330 and 321/331 products. Training will be provided in Q3 2009 for instructions on preparing for these types of mixed software deployments.

**Q: Where can I find more information on the SoundPoint IP 321/331?**

A: You can visit either the [SRC](#) or the [PRC](#) for more information including datasheets, presentations, user guides, etc.